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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR     | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|--------------------------|---------------------|------------------|
| 10/552,458      | 12/29/2005  | Ilkka Kalervo Haukilahti | 125525              | 2267             |

25944 7590 09/20/2006

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EXAMINER

BUI, BING Q

ART UNIT PAPER NUMBER

2614

DATE MAILED: 09/20/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

10/552,458

Applicant(s)

HAUKILAHTI, ILKKA KALERVO

Examiner

Bing Q. Bui

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 07 October 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-8 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-8 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 07 October 2005 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some \* c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date 5/16/2006.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_.

### **DETAILED ACTION**

1. Claims 1-8 are pending in the application for examination, wherein claims 1 and 6 being independent.

#### ***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1-8 are rejected under 35 U.S.C. 102(b) as being anticipated by Gisby (US Patent No. 6,259,786) cited by Applicant.

Regarding claim 1, referring to figure 3, Gisby teaches a method of processing an incoming call, comprising:

receiving the incoming call from a client (see Abstract; col. 2, ln 36-col. 3, ln 14; and col. 6, ln 33-col. 7, ln 59);

placing the incoming call in a first queue system (see Abstract; col. 2, ln 36-col. 3, ln 14; and col. 6, ln 33-col. 7, ln 59);

after the incoming call has propagated through the first queue system, selecting an optimal recipient for the incoming call and terminating the incoming call (see Abstract; col. 2, ln 36-col. 3, ln 14; and col. 6, ln 33-col. 7, ln 59);

selecting one of several parallel second queue systems such that the selected second queue system corresponds to the selected recipient (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59);

placing in the selected second queue system a virtual call that corresponds to the incoming call (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59);

after the virtual call has propagated through the selected second queue system, establishing a callback call to the client and connecting the selected recipient (R3) to the callback call (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

Regarding claim 2, referring to figure 3, Gisby teaches the method according to claim 1, further comprising estimating the propagation time of the virtual call in the selected second queue system and reporting the estimated propagation time to the client (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

Regarding claim 3, referring to figure 3, Gisby teaches the method according to claim 2, further comprising periodically repeating the estimating step and repeating the reporting subject to fulfilment of some predetermined re-reporting criteria (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

Regarding claim 4, referring to figure 3, Gisby teaches the method according to claim 1, further comprising sending the client a warning a predetermined time before the callback call (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

Regarding claim 5, referring to figure 3, Gisby teaches the method according to claim 1, further comprising:

presenting to the selected recipient several virtual calls in the selected second queue system, each virtual call corresponding a specific client (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59);

receiving an indication of a selected virtual call from the selected recipient (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59); and

establishing a callback call to the client that corresponds to the selected virtual call (see Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

As to claims 6-8, they are rejected for the same reasons set forth to rejecting claims 1-5 as referred to Gisby (Abstract; col. 2, In 36-col. 3, In 14; and col. 6, In 33-col. 7, In 59).

### ***Conclusion***

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

The following patents are cited to further show the state of the art in general:

U.S. Pat. No. 5,185,782

U.S. Pat. No. 5,311,574

U.S. Pat. No. 5,436,967

U.S. Pat. No. 5,627,884

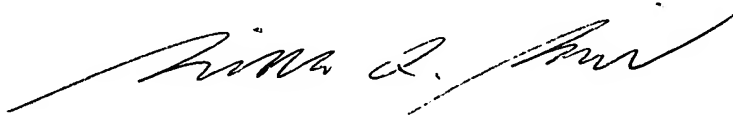
U.S. Pat. No. 5,822,400

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui, Tel. No. (571) 272-7482. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300 and for formal communications intended for entry (please label the response ☐EXPEDITED PROCEDURE☐) or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (571) 272-2600.

14 Sep 2006

A handwritten signature in black ink, appearing to read 'Bing Q. Bui', written in a cursive style.

**BING Q. BUI**  
**PRIMARY EXAMINER**